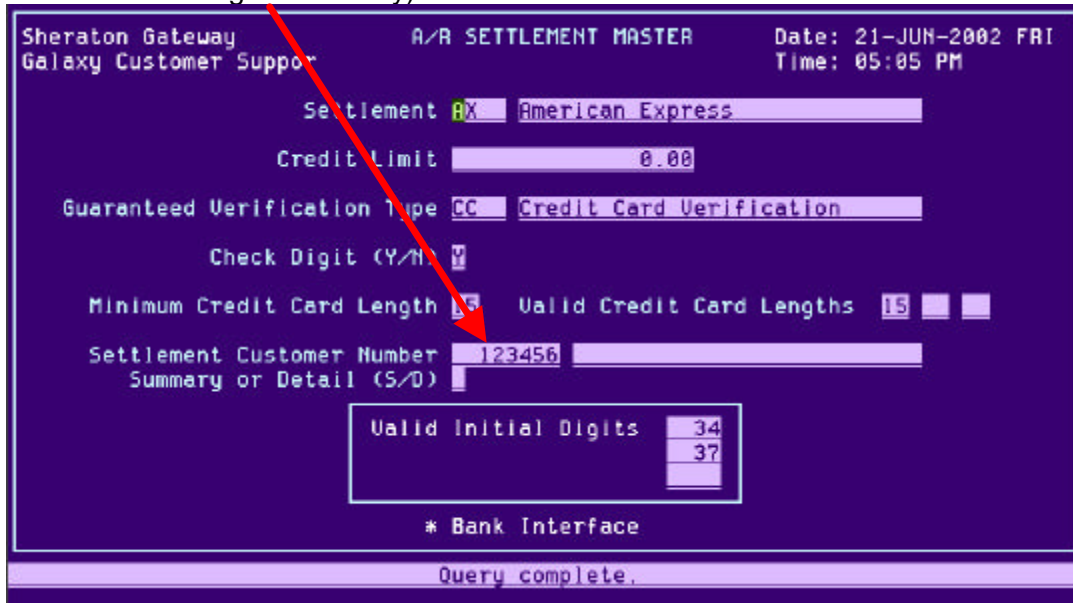


A/R Bank Interface Summary

Below is an explanation of how A/R Bank works regarding payments to accounts in A/R, Refunds, and reporting as it pertains to the A/R Bank feature.

SUMMARY ON HOW THE INTERFACE WORKS:

When you settle an account in A/R with a credit card, a bank service record is created. The record is then set to USED and a corresponding payment number (docnum) is entered. That night, the audit will build the payment and set it to BLT. It will also post a debit to the credit card account in A/R, which is used as a clearing account for when the payment is received from the Bank (if the hotel has their accounting set this way).



Sheraton Gateway
Galaxy Customer Support

A/R SETTLEMENT MASTER

Date: 21-JUN-2002 FRI
Time: 05:05 PM

Settlement **AX** American Express

Credit Limit 0.00

Guaranteed Verification Type **CC** Credit Card Verification

Check Digit (Y/N) **Y**

Minimum Credit Card Length **15** Valid Credit Card Lengths **15**

Settlement Customer Number **123456**

Summary or Detail (S/D)

Valid Initial Digits 34
37

* Bank Interface

Query complete.

?? The A/R Bank file uploads with the Front Desk file, but is reported separately. It is supported by the same merchant file already installed for the Front Desk Bank activity, and will be routed to the same banking institutions, per the Bank Processor setup initiated by hotel management (when the FD became Bank interfaced to the PMS)

PAYMENT CANCELLATION RULES:

- ?? If the payment entered is incorrect, it can be canceled provided **it is on the same day** that it was posted. Canceling the payment will change the USED status to AVL and remove the payment number reference. If no additional payments for the same credit card are made against the available authorization, it will be set to REL in night audit.
- ?? If a new payment for the same credit card is entered, it will attempt to use the previously obtained authorization. If the new payment is more than the original it will go out for the additional authorization. **NOTE:** When the original authorization is more than the new payment value, the night audit builds the original authorized amount instead of the amount of the new payment.
- ?? If the payment was entered on a **prior** day, an **ADJ**ustment can be made (remember same day activity can be cancelled). When the adjustment is applied to the payment, reducing the amount of the payment, a **credit refund back to the cardholder** will be issued by bank and built as such during night audit. Never apply an **ADJ**ustment to a **PMT** unless you are **refunding money**. **For debit activity, create an INVOICE and apply that to the PayMenT**
- ?? Same day posting and applying of ADJ to PMT will clear the account in A/R, but will **not** go to the Bank. To credit funds back to the customer, don't post the ADJ and apply to the PMT on the same day.

NOTE: You may **not** apply an adjustment to increase the amount of a payment. You may either post another payment for the difference, or adjust the payment to zero and then post a payment for the correct amount. **Never apply an ADJustment to a PMT unless you are refunding money. For charges/debit activity, create an INvoice and apply that to the PayMenT**

REFUNDING CANCELED AND DNA DEPOSITS:

1. Create 'Information Only Folio' in front desk via registration. Be sure to put corresponding A/R account number on the record, in the SE window.
2. Post a credit adjustment for the amount to be refunded via posting.
3. Settle the amount to the corresponding credit card via checkout.
4. Cancel the credit adjustment via modify/cancel folio.
5. This will leave a debit balance (the credit refund) and drop to A/R.
6. Apply this debit folio amount to the corresponding credit folio amount in A/R.

REPORTS

The following reports are used to balance A/R payments

- ?? **Exceptions Report (arbhex)** - Lists errors that occurred from the bank interface while in accounts receivable.
- ?? **Transaction Report (arbtrns)** - Lists all A/R bank credit card transactions with customer information, credit card information and bank services information. This report should be run in the Night Audit process (with other interface reports) for the Bank Status of 'BLT'. This report should be balanced against bank supported credit cards on the Detail Payment Register.
- ?? **Detail Payment Register (dpayreg)** – Lists daily payment activity in detail with credit card totals.

WHAT HAPPENS IF THE CARD IS DECLINED??

- ?? If the payment is declined through the authorization process, the system displays a message requesting a different settlement type.
- ?? If the credit card has been lost or stolen, the agent is advised of this and is instructed to hold the card (not return it to the guest).
- ?? If a referral is required, the system displays a window for the agent to enter the voice authorization code. This window is displayed when there are transmission problems, or when the bank server is unavailable. The Bank Transaction Report (**arbtrns**) can be used as a worksheet for 'pending' and 'referral' bank responses. In this situation, use the Voice Authorization Entry selection (**arvce**) on the Payments menu to enter Voice Authorizations obtained from the bank processor.

NOTE: Remember that accounts in A/R created for tracking the credit card accounts (AX, DI, DC, VM, etc) will need to be cleared with payment applications as the hotel receives payment from the bank. If not, the accounts will show on the A/R aging report as old, unpaid items. This is only if A/R account numbers are assigned to each of the [A/R settlement types](#).

Questions? Please call Galaxy Hotel Systems Support: 800.434.9990